

2009 APS User Survey Results

Dennis Mills

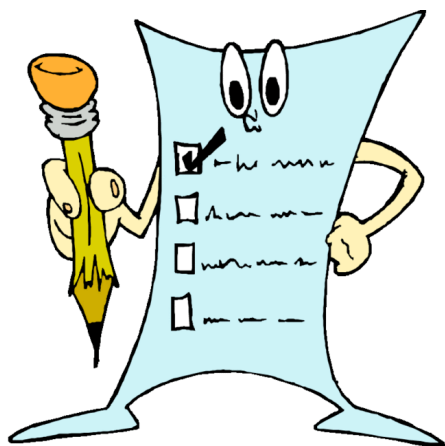
APS/Users Monthly Operations Meeting

May 26, 2010

APS User Satisfaction Survey

- E-mailed out every fall (September/October) to all unique users for the past fiscal year.

Over 400 comments were submitted....



- Includes questions that we put in and the “standard” DOE/BES Annual User Facilities Questionnaire.

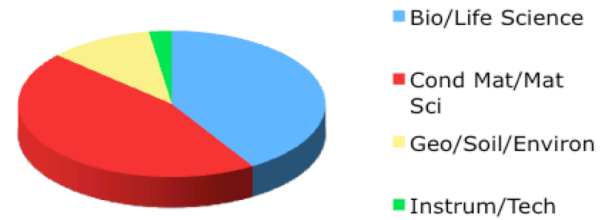


Demographics

FY09 Respondents Affiliation

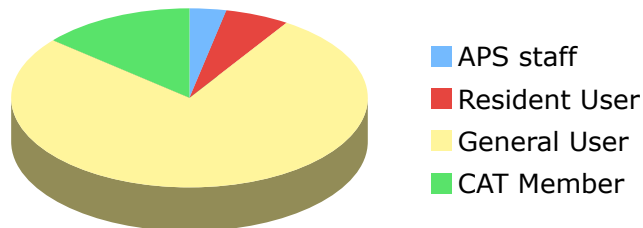


FY09 Respondents Field of Research

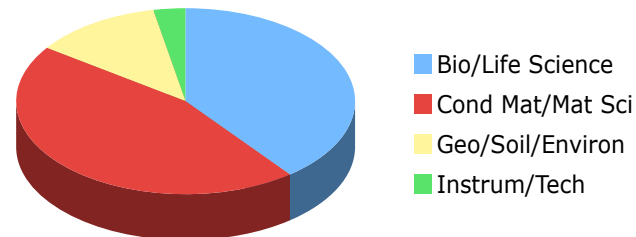


461
Respondents
in 2009

FY08 Respondents Affiliation



FY08 Respondents Field of Research

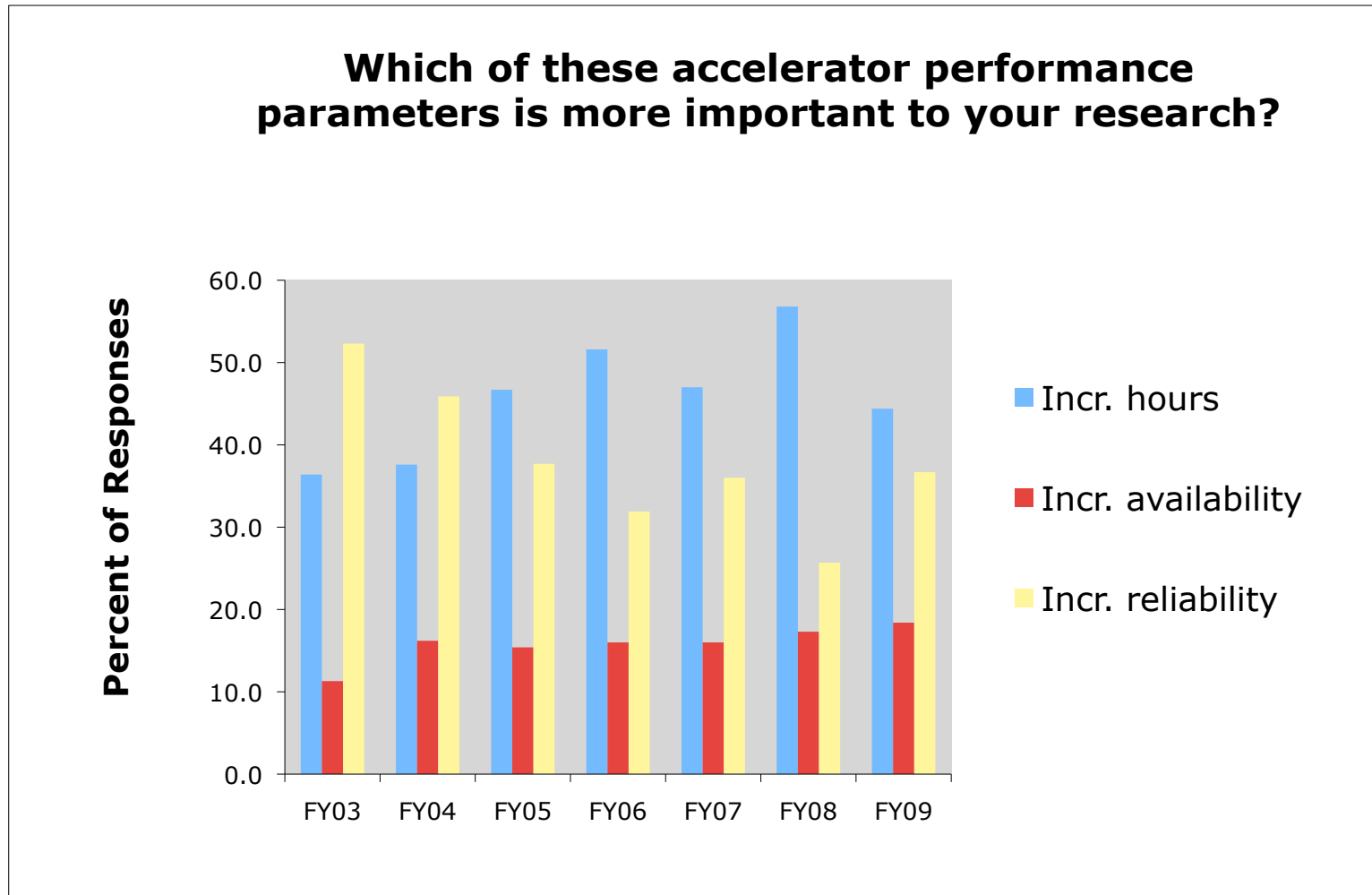


451
Respondents
in 2008



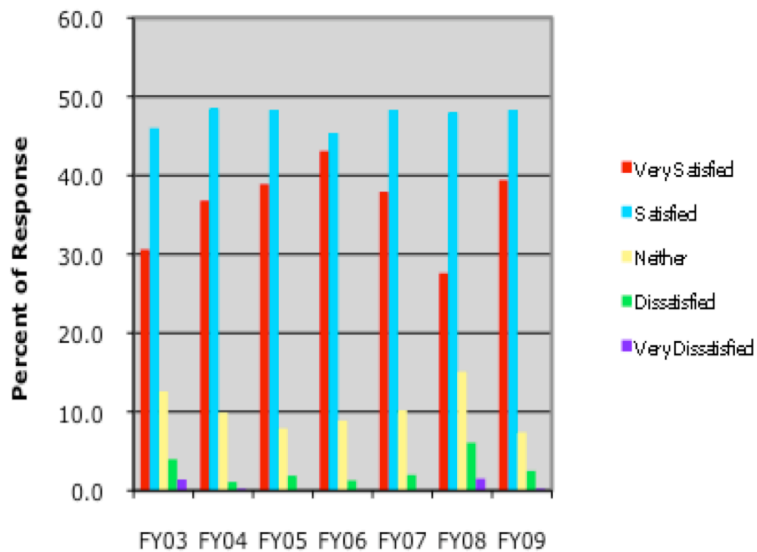
APS Question Regarding Priorities

Which of the following would be most important to your research?

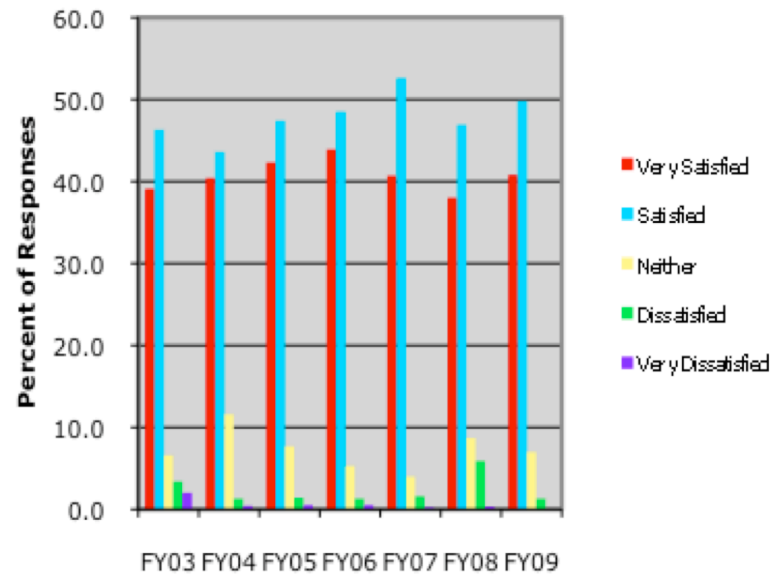


DOE Questions #1 & #2

1. How satisfied were you with the fraction of the year that the facility operates?

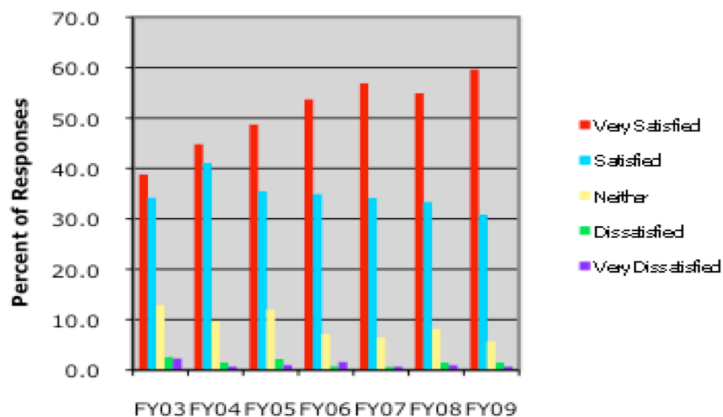


2. How satisfied were you with the schedule or service?



DOE Question #4:

4a. How satisfied were you with the support for users provided by the facility staff?



Well done! thanks a lot for the support of the beamline staff, technical service and the user office!

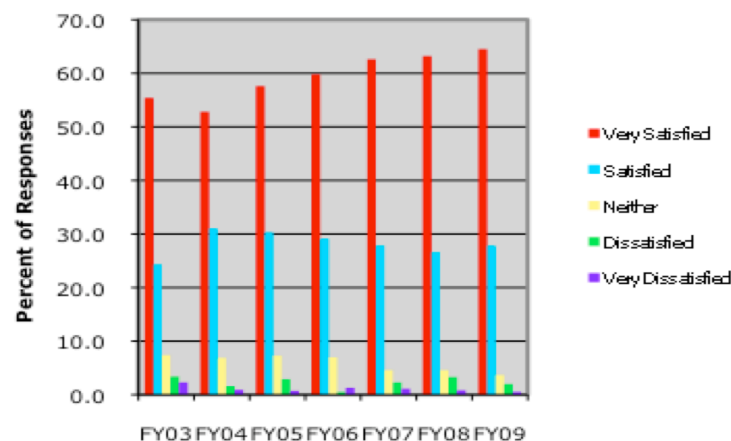
The beamline scientists and National X-Ray School team are very helpful, excellent and outstanding, and the greatest strength of APS.

The beamline personnel at 2idb, 2idd and 2ide are truly excellent and a real pleasure to work with.

The beamline scientists (esp Jan Ilavsky and Soenke Seifert) are great.

My experience at the DND CAT (run by Steven Weigand) was excellent.

4b. How satisfied were you with the support for users provided by the beamline staff?



Comments Relating to Questions 1-4 and 9

■ Comments for low ratings on Questions 1-4

- *Lack of staffing (7)*
- *Scheduling/access (5)*
- *Operational/beam problems (4)*
- *Reduced hours/access (19)*
- *Beam dumps/losses (15)*
- *Lack of staffing (9)*

■ 9. Are the training and safety procedures appropriate? If not, how would you change them? (Comments listed multiple times are shown below.)

- *Yes/Appropriate Training: (166)*
- *Less excessive/restrictive: (13)*
- *Misc comments (15)*
- *Yes/Appropriate Training: (159)*
- *Less excessive/restrictive: (15)*
- *Misc comments (24)*



DOE Question #10: What would you do differently?

- 2009 Results: Comments listed multiple times are shown below.
 - *Invest in more beamlines/hardware/software (26)*
 - *Invest in more staff (18)*
 - *Change the GU program/Access/Scheduling (13)*
 - *Operations (7)*
 - *Amenities (6)*
 - *More beamtime (5)*
 - *Better communications (4)*
 - *Misc (12)*
- 2008 Results: Comments listed multiple times are shown below.
 - *Provide more beamtime to users (23)*
 - *Invest more in support staff (23)*
 - *Nothing (16)*
 - *Invest more in beamlines/hardware/software (14)*
 - *Amenities/food service (9)*
 - *Operations (8)*
 - *Easier/Quicker GU access (8)*
 - *Enhance communications (3)*
 - *Reduce excessive training (20)*
 - *Misc (21)*

Operate 36 hours a day to increase the amount of beamtime for general users.



DOE Question #11: Other comments

- **Received many positive comments including the following:**
 - Everything was great!
 - The facility seems well-run overall.
 - Beam line is good
 - I was very impressed by the facility [and the] the staff
 - It was a great experience to work at the beam line.
 - Was a fantastic experience, one I hope to repeat in the future
 - The APS is a terrific resource and as a researcher in the biological sciences with beamline experience at other national labs, I can say that the APS ranks at the top!
 - We have exceptionally good support during our visits to the APS. Support staff were sophisticated and highly capable in helping set up experiments and analyzing data. (Beam line 20)
 - APS beam line staff are tremendous - but on many beam lines there are far too few of them



DOE Question #11: Other comments (continued)

- **Also received comments suggesting opportunities for improvements, including:**
 - Staff are generally overworked. Different depending on beamline
 - Fix chilled water system around ring to prevent dripping on beamlines.
 - I just wish we could have beamtime more often to slam out some good data...
 - Make APS web-browsers respond faster - it takes forever to fill ES&H forms, Submit proposals and take this survey
 - On some beam lines, there seems to be crowds of (competing?) staff. I believe this is the hallmark of a "prima donna" culture. It needs to be broken up and the beam line support re-distributed so that each user program has at least two full-time scientists fully involved..





And to all the APS and CAT staff - nice work!

Thanks for all your help in making our work possible.

It was a great experience to work at the beam line.

The facility is a triumph of government supported research.

APS makes my work feasible. Thank you!!

You're the best and i love you APS. Many thanks and all the best, keep shining bright !!!

